

Servers/Monitors

IMPORTANT

THIS AGREEMENT CONTAINS THE LIMITED WARRANTY AND CERTAIN ADDITIONAL TERMS AND CONDITIONS THAT APPLY TO YOUR PURCHASE OF SERVERS AND RELATED PRODUCTS FROM AST COMPUTERS, LLC ("AST" or "AST COMPUTERS"). THE TERM "PRODUCT" MEANS AST-BRANDED HARDWARE DESCRIBED IN YOUR PURCHASE RECEIPT OR INVOICE. THE TERM "PRODUCT" DOES NOT INCLUDE SOFTWARE, NON-AST-BRANDED EXTERNAL HARDWARE PERIPHERALS SUCH AS PRINTERS, SCANNERS, ETC., AND THEIR RELATED DOCUMENTATION (COLLECTIVELY "ACCESSORIES"). PLEASE BE CERTAIN TO READ THE INDIVIDUAL WARRANTIES FOR ACCESSORIES CONTAINED IN THE SHIPPING CARTONS. YOU ACKNOWLEDGE AND AGREE THAT THIS AGREEMENT APPLIES TO THE PURCHASE OF YOUR PRODUCT AND ACCESSORIES.

If you purchased your AST Product directly from AST Computers:

By keeping your AST Product beyond thirty (30) days after the date of invoice, you ("Customer" or "You") accept the terms and conditions contained in this Agreement.

If you purchased your AST Product from a reseller or retailer:

Each retailer and reseller that resells AST Products sets its own return policies. By keeping your AST Product beyond the return period set by the particular retailer, reseller or other third party from which you purchased your AST Product, you accept the terms and conditions contained in this Agreement. Contact the entity from which you purchased your AST Product regarding its return policies.

AST Computers' Complete Satisfaction Return Policy.

30 days Limited Money Back Guaranty Applicable to Product Purchased Directly from AST Computers:

AST Computers provides a 30 day limited money back guarantee on all new Products purchased directly from AST, on the terms and conditions set forth below. For purposes of this policy, the term "Product" means AST-branded hardware described in your purchase receipt or invoice. The term "Product" does not include non-AST branded external peripherals such as printers, scanners, external Zip® drives, digital cameras, non-AST branded monitors, etc., and this "Complete Satisfaction" return policy (30 day limited money back guaranty) does not apply to or cover any of such products.

If you desire to receive a refund under this limited money back guarantee policy, you must contact AST within 30 calendar days from the invoice date for your Product and request a return of your Product at that time. The refund or credit will not include any shipping and handling charges shown on your invoice that you paid when you bought your Product nor will it include reimbursement for any services that were previously performed (e.g., fees for installation services, training or the like).

To return a Product, you must contact AST Customer Support at (972) 389-3552 and receive a Return Merchandise Authorization Number ("RMA"). We will provide you with an RMA number, authorize the return of your Product, and provide other instructions for returning your Product. You must return the Product to the designated return address in its original packaging within 10 calendar days of receiving your RMA number and follow the additional requirements set forth in this policy in order to obtain a refund/credit.

You are responsible for payment of all shipping, handling and insurance costs for return of the Products to AST. Any of these charges paid by AST will be deducted from your refund. You must return a Product in the same condition in which it arrived, using the original boxes and packing materials. All of the diskette(s), CD(s), power cables, and other items originally included with the Product must be returned with it. All software must also be returned with the product to obtain a refund for the Product. AST will not be responsible for damage due to incorrectly packaged hardware products.